

UNITED STATES DISTRICT COURT - DISTRICT OF COLUMBIA



JOB OPPORTUNITY NUMBER: #2003-01

POSITION: Help Desk Analyst

LOCATION: Washington, DC

Opening Date: April

Closing Date: Open until filled

CLASSIFICATION LEVEL/SALARY RANGE: CL 25 (\$31,677 – \$51,476)

POSITION OVERVIEW

The position is located in the Clerk's Office, United States District Court for the District of Columbia (USDC – DC). The incumbent serves as the Help Desk Analyst for the Office of Information Technology (OIT) for USDC and reports to the Director and Assistant Director of OIT. The Help Desk Analyst manages all front-line Help Desk automation requests and provides technical support and services to our internal customers from the Clerk's Office staff and judicial chambers, as well as external customers.

DUTIES AND RESPONSIBILITIES

Receives telephone, walk-in, web, and e-mail requests in a professional manner during the Help Desk support hours of 8:30 AM to 5:00 PM.

Answers questions and resolves basic software and hardware problems for Clerk's Office staff, the judges and their staff, and other customers over the phone, in-person, web, and e-mail. Troubleshoots and fixes first level technical program problems.

Maintains, records, and tracks all Help Desk requests in the Help Desk database.

Uses good judgment and refers Help Desk requests to other OIT team members when the technical expertise is needed to resolve a problem.

Follows up on all Help Desk requests, including those requests referred to another OIT team member to make sure the problem was properly addressed.

Installs non-customized hardware and software applications, or predetermined installation procedures; installs or assists in the basic level of installation of new or revised releases of national systems.

Executes court approved automation implementation plans, as directed by the project team leader and/or manager, in such areas as security, quality control, productivity, system growth and enhancement, and cost-effectiveness.

Executes PC-based system implementation plans, as directed by the project team leader and/or manager, (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database security and operating procedures) in support of court automation operations, including data processing applications, office automation, and data communications, as assigned.

Maintains inventory of automation equipment and updates the hardware database inventory. Executes the removal of “excess” automation equipment and documentation of the removal.

Generates monthly Help Desk statistics reports and hardware inventory reports for the project team leader and/or manager on an as needed basis.

Performs other duties as assigned.

Factor 1, Job Requirements:

The Help Desk Analyst must possess excellent communication skills; ability to work independently and contribute to a team environment; basic knowledge of the functions and procedures of the Clerk's Office; good knowledge of computer processes and capabilities, including programming languages and database management; good knowledge of word processing software and ability to adapt it to local needs; ability to perform basic routine hardware maintenance; skill in the use of standard office equipment, such as copy machines, personal computers, and scanners; skill in administrative matters, such as file maintenance, record keeping and reporting; ability to move, connect, and troubleshoot automation equipment; and ability to perform other duties as assigned.

Factor 2, Scope and Effect of Work:

The Help Desk Analyst's work has an important impact on those serviced in the Clerk's Office and judicial chambers. Occasionally tasks may have substantial impact on the court. Keeping the automated equipment operating effectively contributes to the overall productivity of the Court. Implements new processes and programs, which are already developed by other systems staff.

Factor 3, Complexity:

Identifying the cause of a problem is difficult because the user cannot always explain how or what happened before the problem became known. Operator error is often the cause, yet users expect the hardware or software to be fixed. When analyzing a user's complaint, the Help Desk Analyst must take into consideration unusual circumstances, variations in approach, and incomplete or conflicting data.

Factor 4, Work Parameters:

Normally the project team leader and/or manager, or other automation staff with technical knowledge, are available to answer technical questions, although sometimes the Help Desk Analyst is the only available source of information and must use some discretion. The situation will determine where the Help Desk Analyst will turn for assistance. Generally, the equipment and systems are standardized and operating manuals are available. If outside advice is needed, the automation training center staff, circuit executive staff, AO staff and automation personnel at other courts may be contacted.

Factor 5, Personal Interactions:

The Help Desk Analyst has regular contact with users of the system in the Clerk's Office and judicial chambers. Outside contacts are with attorneys for the purpose of advising automation issues. Technical contacts with automation personnel in other courts, training centers, AO, and circuit executive's office are sometimes made concerning specific problems.

Factor 6, Environmental Demands:

Work is performed in an office setting. Physical effort may be involved in moving, connecting, or troubleshooting equipment. Under emergency conditions and in times of strict deadlines,

working hours may include non-business hours. Conditions include: standing, sitting, walking, lifting, crawling, twisting, turning, and working on ladders; entering courtrooms, crawlspaces, and concentrator closets; exposure to dust, cleaning solutions, and electrical energy.

QUALIFICATIONS

A qualified applicant must possess a thorough knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, database design, and data communications, including the latest developments in computer hardware and software and data communications networks. Technical knowledge and expertise in the following areas are desired: UNIX (Solaris) system management, Novell NetWare, WordPerfect, Informix, NT Servers and Windows NT, Windows 98 and 2000, web page design, imaging technology, wide-area networks, digital recording, and Lotus Notes. The applicant must also have experience in analyzing, evaluating, determining automation needs, and planning to implement systems to meet those needs. Must have knowledge of the functions and processes of the federal court. Must be skilled in assisting or training non-automation personnel in automation techniques and processes. Three years Help Desk management experience and demonstrated ability to manage automated systems is desirable. The applicant must have excellent communication, organizational, and interpersonal skills.

EDUCATION

High school graduation or equivalent required. Education above high school level may be substituted for general experience. College degree is a plus. Spanish is a plus.

BENEFITS

This position is covered by the Court Personnel System. A generous benefits package is available to full-time permanent employees which may include:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service

CONDITIONS OF EMPLOYMENT

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available to applicants to review upon request. Final candidates will undergo a background check.

Employees of the United States District Court are **Excepted Service Appointments**. Excepted service appointments are at will and can be terminated with or without cause by the court.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

APPLICATION INFORMATION

Interested applicants must submit a cover letter, detailed resume, and writing sample to the following address:

**Sharon Gibson, Director of Human Resources
United States District Court for the District of Columbia (# 2003-01)
Suite 1820
333 Constitution Avenue, NW
Washington, DC 20001**

Or e-mail to DCD_HumanResources@dcd.uscourts.gov

Only applicants selected for an interview will be notified. Unsuccessful applicants will not receive notice.

The United States District Court is an Equal Opportunity Employer.